



Statement of Work

Request For Quote – XXXXXXXX

**General Services Administration Information
Technology
for the
Office of the Deputy Chief Information Officer
Enterprise Infrastructure Operations
Hosting Services Division**

January 8, 2018

**Amazon Web Services (AWS) Value-Added Reseller (VAR)
for Infrastructure Services**

Contract Vehicle: XXXXXXXX

1.0 BACKGROUND.

U.S. General Services Administration (GSA), Information Technology (IT), Office of the Deputy Chief Information Officer, Office of Enterprise Infrastructure Operations, Hosting Services Division has evolving business needs with emphasis of providing cloud computing services utilizing Amazon Web Services (AWS). To continue cloud computing acceleration and prioritization of the government's cloud first policy, GSA is currently seeking an Value-Added Reseller (VAR) offering AWS marketplace products and services to meet GSA's business strategies and goals.

The government currently has existing AWS accounts with information systems hosted within AWS public cloud utilizing Infrastructure as a Service (IaaS). Setup new AWS accounts and transition of existing AWS accounts to a new VAR must occur. To gain the highest level of access and privileges, GSA will manage and retain full control over the master payer account and linked accounts to ensure full accessibility to all services. The government expects the Contractor to provide managed capabilities through a consolidated account and limited assistance with account, billing and cost management.

2.0 OBJECTIVES.

This objective of this Statement of Work is to establish a contract with an AWS VAR that will provide AWS products and services back to the government. The VAR will accept transition of all existing accounts, integration of accounts and support creation of new accounts. Having a VAR relationship will create an acquisition process that will bridge the government account management practices with AWS. Having a relationship with an AWS VAR will provide value added services that will complement the current cloud operations and provide an ease and understanding when utilizing Infrastructure-as-a-Service (IaaS) and Platform-as-a-Service (PaaS). Another key objective is to provide the government with transparent visibility to support billing and cost management activities.

The government will maintain full control over all accounts, but will rely on the VAR for their best practices for managing AWS transactions for accounts, billing & costs management. Through professional services, the government is seeking to use enhance services and functionality that the VAR provides via support services. The Contractor will collaborate with government staff that will have responsibilities and accountability throughout this contract.

3.0 SCOPE.

In scope are all current and future AWS accounts in various environments in the master payer account. Although a hybrid cloud environment exist, AWS public cloud is being utilized for this contract. These accounts currently service various GSA IT internal customers who have signed memorandum of understanding and/or interagency agreements with Hosting Services. This contract is not seeking a contractor to perform day-to-day operations and maintenance (O&M) support of the cloud computing

infrastructure environments. This solution will support production and various non-production systems and their environments.

The contractor shall provide professional services to assist GSA with managing these accounts. The contractor will provide expert advice, consulting, and assist with support solution implementation. The government must have full control over all AWS accounts, but seek to have limited shared responsibility managing these accounts.

The government primary goal is to minimize financial challenges, improve accounting practices, create effective management solutions and increase the business value. The government is requesting support of account management, billing and cost management services from the VAR. The solution should provide “on-demand” access to shared pool of configurable computing resources for IaaS and PaaS.

4.0 REQUIREMENTS.

4.1 Summary of Requirements.

The government recognize that many below requirements can be met or executed by utilizing the functions of the AWS Billing and Cost Management, AWS Organizations, and Costs Explorer services via AWS console. Hosting Services will have multiple AWS accounts and wish to simplify accounting, billing and costs methods. The contractor shall describe any value-added services and resources, (services, support, staff, tools, and other assets) and describe the specific role as they support these requirements. Below are major requirements outlined for this contract:

4.1.1 ACCOUNT MANAGEMENT.

- Contractor shall work with Hosting Services to create an AWS master account with a unique account ID attached.
- Contractor will support setup of accounts upon Kickoff and create IAM user access to identified end users.
- Via the IAM access, customer will be able to access the AWS console in order to start the provision of the environment.
- Contractor will transfer existing AWS accounts from current provider to new Contractor.
- Contractor must provide full-control and access over all accounts i.e. master payer account and linked accounts.
- Contractor must be approved by AWS to resell AWS products and services to Government.
- Contractor shall provide a low cost sales channel solution
- Contractor shall pass through all AWS volume tier discount and pricing across accounts.
- Contractor shall produce a single itemized invoice every month by each account that reduces administrative burden.
- Contractor must provide invoice backup data, including details of usage

and must show calculations, including application of discounts from AWS commercially prices.

- Contractor shall ensure each account has AWS Business Level Support (or higher) with the capability for Hosting Services to open and manage AWS support tickets with direct access to AWS console.
- Contractor must allow direct access to Amazon's AWS Business Support via the AWS console, email or telephone.
- Contractor shall pass through added-value services established from an AWS Enterprise Agreement terms and AWS Technical Account Managers, if one exist.
- Contractor shall provide Hosting Services the ability to create additional master accounts, as needed.
- Contractor shall provide services available via Amazon Partner Network (APN) Consulting Partners to leverage existing relationships and any specific benefits, if one exist.
- Contractor shall pass through added-value services established from an AWS Enterprise Agreement terms and AWS Technical Account Managers, if one exist.
- Contractor shall not block or hinder Hosting Services from accessing AWS professional services.
- Contractor shall ensure that the cloud computing consumption model "pay for what you use" is utilized for all AWS services.
- Contractor shall provide Hosting Services the right to move accounts to another VAR or purchase directly from AWS.
- Contractor shall not own accounts or IAM credentials.
- Contractor shall be limited to access to all environments.
- Contractor shall provide the capability for Hosting Services to access the AWS Marketplace.
- Contractor shall satisfy any security requirements, security policies, and administration processes based on AWS Marketplace services.
- Contractor must allow direct access to Amazon's AWS Business Support via the AWS console, email or telephone.
- Contractor must allow and support the submittal and tracking of AWS resource limit increase requests.
- Access to the full set of Trusted Advisor checks, infrastructure event management and third party software support.

4.1.2 AWS Billing & Cost Management.

- Contractor shall provide AWS invoices monthly for usage charges, recurring fees, one-time-fees or any other fees not listed here.
- Contractor must explain the delivery process and method for monthly billing.
- Contractor shall inform Hosting Services when AWS pricing has changed.

- Contractor shall provide reporting for AWS Capacity and Performance.
- Contractor shall provide access to any value-added services offered, cloud management platform, or tools via web-based.
- Contractor shall provide the capabilities to interface with 3rd party applications via APIs for custom billing and itemized reporting.
- Contractor shall provide the ability to support itemize showback, forecast or chargeback bills for different business units to include enterprise-wide roll ups for a global view in real time.
- Contractor shall allow the ability to set budgets with alerts, trend analysis, and tag reporting.
- Contractor shall identify and manage billing anomalies quickly, when concerns arise.
- Contractor must provide self-service visibility and capability to access, review, and print all billing reports.
- Contractor shall provide account audit and tracking.
- Contractor shall provide the process of billing timeline, account suspension, account termination, account creation/access/block, and data deletion.
- Contractor shall provide AWS Organizations guidance to assist with managing policies for groups of accounts and automate account creation.

4.1.3 Professional Services.

A range of engagement support and process improvement services will better support the government's transition to cloud. Various functions that will support cloud growth, innovation goal, business needs, increased benefits realization and support long-term growth is required. This service will assist to create a solid foundation, growth and agility with our cloud services. The contractor resource must have experience and knowledge of agile methodology, business analysis, cloud administration and security. The contractor will provide limited and basic functions in a small capacity role as required. Support requirements may include, but are not limited to, those listed below.

- Contractor shall provide objective advice, expertise and specialized skills with the aim of creating value, maximizing growth or improving the business performance.
- Contractor shall assist in clarifying AWS marketplace services as they apply requirements for customer engagements.
- Contractor shall analyze business processes to make more efficient to eliminate duplication and waste.
- Contractor shall monitor performance of the infrastructure, continuity of operations, security of data and applications assets.
- Contractor must know how to measure everything in cloud (performance, capacity, usage uptime/downtime, how fast applications are running,

bandwidth consumed, and ROI.

- Contractor shall provide Cloud Application Programming Interface (API) guidance as a solution interface direct or indirectly with cloud infrastructure and software services.
- Contractor must be able to assist with tracking and reporting on essential KPIs and dashboards.
- Contractor shall be knowledgeable about how to best manage cloud environments such as SLA, cloud policies, governance, RIO, making business processes cloud-ready, and drafting documentation (policies and standards).
- Contractor shall provide knowledge of variety of such business strategy, manpower planning, policy analysis, management controls, information technology, e-business, implementation of solutions and operations.
- Contractor shall advise about long-range planning concerning new or projected areas of technological research, advancements and best practices as required.
- Contractor shall provide support assistance when AWS service is down impacting normal operations of the service which requires troubleshooting.
- Contractor shall provide guidance and support for account, billing and cost management basic functionality as required.
- Contractor shall provide knowledge of on-demand, reserve and spot methods to obtain discounts.
- Contractor shall provide best practice recommendations for consolidating billing, reduce costs, cost drivers, identify unused and underutilized resources for turn-off, legacy upgrades for cost savings, bursty application with spikes, capacity planning, maximize the cloud ROI, reservation efficiency and spot instances.
- Contractor shall provide best practice recommendations that align to the architecture framework to provides greater stability, tags/links accounts, multiple accounts, performance, security, and cost optimization.
- Contractor shall provide best practice recommendations to manage cloud services usage, availability, optimization and security.
- Contractor shall deliver a monthly status report to the Program Manager or COR. The monthly status report shall include status of work assigned to include

4.1.4 Monthly Invoice & Status Report.

The invoice shall include, but not be limited to:

- The contractor shall provide a monthly invoice to be submitted.
- Contractor labor hours expenditure information shall include the identification of the employee name, labor category, hourly labor rate, and total number of labor hours expended.
- Contractor will deliver a Monthly Status report due by end of each month. The monthly status report shall include status of open tasks,

accomplishments, worked planned, issues or risk identified, upcoming milestones or events next 30/60 days and related work tickets.

4.1.5 Monthly Status Report.

Monthly status reports shall include status of work definition forms, schedules, deliverables, current and cumulative task funding status (direct labor and travel funding status to be reported separately as required), risks and risk mitigation techniques, outstanding issues, and proposed resolution approaches and actions to resolve any outstanding issues. The report shall identify milestones and deliverables completed and progress towards major milestones and deliverables. The report shall identify activities and deliverables planned but not completed including the government acknowledgement and approval of the incomplete work. Status of work definition forms shall include a summary description and schedule of all work definition forms completed during the reporting period, all work definition forms currently on-going during the reporting period and all known work definition forms assigned for future reporting periods.

5.0 ACCEPTANCE

INSPECTION AND

All deliverables must meet the government's specified requirements. The contracting Officer Representative (COR) and Program Manager (PM) will have five (5) business days to complete the review of each deliverable and accept/reject the deliverables. The PM has the right to reject or require correction of any deficiency(is) found in any deliverable that is contrary to the information contained in the Vendor's' accepted proposal. The Vendor shall be notified in writing by the COR or PM of the specific reasons why the deliverable is being rejected. The Vendor shall have five (5) business days to correct the rejected deliverable(s) and return it to the COR and/or PM. The Vendor shall be allowed only one resubmission of each deliverable.

6.0 PERIOD OF PERFORMANCE.

The base period of performance will be one (1) year from the date of commencement of work, with up to four option periods of up to six (6) months each, which may be exercised solely at the Government's discretion.

7.0 PLACE OF PERFORMANCE.

All activities will be performed off-site or remotely at the Contractor's business location.

7.1 Travel.

No travel is anticipated for this work or will be paid for with this contract.

7.2 Hours of Work.

Contractor support shall be available during customer agency normal operating hours

7:00 am - 5:00 pm Eastern Time. Core hours may be adjusted with the approval of the Government's Program Manager and Contracting Officer.

8.0 GENERAL REQUIREMENTS AND COMPLIANCES.

8.1 Security- Unclassified.

The Federal Acquisition Regulation (FAR) Council requires that all federal entities ensure that all Vendors have current and approved security background investigations that are equivalent to investigations performed on Federal employees. As outlined in GSA CIO P 2100.1C – GSA Information Technology Security Policy, Standard Operating Procedure for GSA HSPD-12, Personnel Security Process dated November 18, 2005, and the Homeland Security Presidential Directive – 12 (HSPD-12). The following is required.

Briefly GSA's guidance states:

Effective October 27, 2005, all new GSA associates and contract employees must have a National Agency Check with written Inquiries (NACI); National Agency Check with written Inquiries and Credit (NACIC) for contract employees; or equivalent investigation initiated. Successful results from the FBI National Criminal History Check (i.e. fingerprint check) portion of the NACI/NACIC must be received for issuance of an identity credential for access to GSA facilities and IT systems.

The Vendor shall obtain approved background investigations to accomplish its support to GSA. Vendor personnel shall be required to have the appropriate level of investigation and/or security clearance for each selected site and information system. Vendor personnel shall also be required to submit a Request for User ID when access is required to a Government computer, to include the submission of proof, to GSA, that a favorable National Agency Check has been completed. The Vendor may be required to have access to live data and/or sensitive information and resources during performance of this authorized access to such information and shall be required to sign a non-disclosure agreement. The Vendor shall observe and comply with the security provisions in effect at each selected site. Any required identification badges shall be worn and displayed at all times. Vendor personnel shall submit a Request for Deletion of User ID when access is no longer required.

The results of these clearances shall be provided to the Federal Government ISSM or ISSO upon request, but consistent with maintaining privacy of the individuals. All personnel with access to root or pseudo root access of servers and database administrators shall meet these requirements.

In accordance with Homeland Security Presidential Directive 12 (HSPD-12), OMB M-11-11, and GSA Order CIO 2182.I, all products and/or services proposed by the Vendor

that contain mechanism for identifying and/or authenticating users attempting to gain access to a protected network or gain remote access to a hypervisor shall fully support the use of FIPS201 Personal Identity Verification (PIV) credentials. Furthermore, all such authentication mechanisms shall validate all PIV credentials (in real-time to ensure they have not been revoked) prior to granting access to any user. In this respect, the Vendor shall ensure that any user who attempts to authenticate with expired or revoked PIV credentials will be denied access.

8.2 Privacy Act.

The Vendor shall be responsible for adhering to all aspects of the Privacy Act and is prohibited from removing from the worksite any programs, documentation, or data without the knowledge and written approval of the COR or PM. All deliverables and work products covered under this contract become the property of the U.S. Government. The use of any information that is subject to the Privacy Act shall be used in complete accordance with all rules of conduct as applicable to Privacy Act Information.

Work on this contract may require personnel to have access to Privacy Information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

8.3 Protection of Information.

The Vendor shall be responsible for properly protecting all information used, gathered, disclosed, or developed as a result of work under this contract. The Vendor shall also protect all government data by treating information as sensitive. All information gathered or created under this contract shall be considered as Sensitive but Unclassified (SBU) information. If Vendor personnel must remove any information from the primary work area they should protect it to the same extent they would their proprietary data and/or company trade secrets. The use of this data is subject to the Privacy Act and shall be utilized in full accordance with all rules of conduct as applicable to Privacy Act Information.

The GSA information systems are the property of the U.S. Government. The Vendor shall be responsible for adhering to all aspects of the Privacy Act and is prohibited from removing from the worksite any programs, documentation, or data without the knowledge and written approval of the Government Official designated under the contract.

If Vendor personnel must remove any information from the primary work area they should protect it to the same extent they would their proprietary data and/or company trade secrets.

8.4 All Material Property of U.S. Government.

All materials developed under the contract pursuant to the contract are property of the U.S. Government. Under no circumstances shall the Vendor place a copyright on any of the materials that the Vendor develops, provides and receives payment pursuant to the contract.

8.5 Confidentiality and Nondisclosure Agreement (NDA).

The preliminary and final deliverables and all associated working papers and other material deemed relevant by GSA that have been generated by the Vendor in the performance of this project, are the property of the U.S. Government and must be submitted to the Project Manager at the conclusion of the contract.

All documents produced for this project are the property of the U.S. Government and cannot be reproduced, distributed, or retained by the Vendor without express permission of the Government. All appropriate project documentation shall be given to GSA during and at the end of this contract. The Vendor shall not release any information without the written consent of the Program Manager. Personnel working on any of the described tasks shall be required to sign formal non-disclosure and/or conflict of interest agreements to guarantee the protection and integrity of government information and documents.

The Vendor and all Vendor/sub-Vendor employees who participate in this requirement are required to complete and submit the Employee Non-Disclosure Agreement (NDA). The NDA document will be provided to the Vendor.

The information may include but is not limited to pre-decisional budget and acquisition sensitive information, preparation of specifications or work statements, and evaluation services. After receipt thereof, the Vendor and affected individuals shall treat such information as confidential and agree not to appropriate such information to its own use or to disclose such information to third parties unless specifically authorized by the Contracting Officer in writing. The foregoing obligations, however, shall not apply to: Information which, at the time of receipt by the Vendor, is in the public domain; Information which is published after receipt thereof by the Vendor or otherwise becomes part of the public domain through no fault of the Vendor; Information which the Vendor can demonstrate was in his/her possession at the time of receipt thereof and was not acquired directly or indirectly from the Government or other companies; Information, which the Vendor can demonstrate, was received by it from a third party that did not require the Vendor to hold it in confidence.

Prior to access, the Vendor shall obtain the written agreement, in a form satisfactory to the Contracting Officer, of each employee permitted access, whereby the employee agrees that he will not discuss, divulge or disclose any such information or data to any

person or entity except those persons within the Vendor's organization directly concerned with the performance of the contract.

The Vendor agrees, if requested by the Government, to sign an agreement identical, in all material respects, to the provisions of this clause, with each company supplying information to the Vendor under this contract, and to supply a copy of such agreement to the Contracting Officer. From time to time upon request of the Contracting Officer, the Vendor shall supply the Government with reports itemizing information received as confidential, proprietary, pre-decisional budget information, or acquisition sensitive information, and setting forth the company or companies from which the Vendor received such information.

The Vendor agrees that upon request by the Contracting Officer it will execute a Contracting Officer approved agreement with any party whose facilities or proprietary data it is given access to or is furnished, restricting use and disclosure of the data or the information obtained from the facilities. Upon request by the Contracting Officer, Vendor personnel shall also sign such an agreement.

8.6 Organizational Conflicts of Interest (OCI).

(a) An organizational conflict of interest (OCI) may result when factors create an actual or potential conflict of interest on a contract, or when the nature of the work to be performed on a contract creates an actual or potential conflict of interest on a future acquisition. The Vendor's attention is directed to the rules and principles relating to OCI's detailed in FAR Subpart 9.5. Vendor shall familiarize themselves with the principles and examples set forth in that Subpart.

(b) In accordance with FAR 9.505, as a matter of general principle Vendor must:

- (1) Prevent the existence of conflicting roles that might bias its judgment; and
- (2) Prevent unfair competitive advantage. In addition to other situations, an unfair competitive advantage may exist where a Vendor competing for award of any Federal contract it possesses.
 - (i) Proprietary information that was obtained from a Government official without proper authorization; or
 - (ii) Source selection information (as defined in FAR 2.101) that is relevant to the contract but is not available to all competitors, and such information would assist that Vendor in obtaining the contract.

(c) In accordance with FAR 9.505-4, if the Vendor must gain access to proprietary information of other companies to perform under this contract, it must agree with the other companies to protect their information from unauthorized use or disclosure for as long as it remains proprietary, and to refrain from using the information for any purpose other than that for which it was furnished. The Contracting Officer shall obtain copies of these agreements and ensure that they are properly executed.

(d) Within ten (10) working days of becoming aware of any actual or potential OCI described by FAR Subpart 9.5 or the general principles set forth in paragraph (b) of this clause, Vendor shall disclose to the Contracting Officer information that concisely describes all relevant facts concerning any past, present or currently planned interest (financial, contractual, organizational, or otherwise) relating to the work to be performed and bearing on whether Vendor has a possible OCI.

(e) If appropriate, Vendor shall propose a plan to mitigate any actual or potential OCI, which may include a restriction upon Vendor's ability to participate in a specific future procurement. The Contracting Officer shall determine whether any such mitigation plan is in the Government's best interests, and after negotiating any changes deemed appropriate with Vendor, shall accept or reject the mitigation plan in writing. If accepted, the Government will reserve the right to audit internal OCI mitigation procedures for verification purposes, and to review the mitigation plan as needed, in the event of changes in the Vendor community due to mergers, consolidations, or any unanticipated circumstances.

(f) If Vendor fails to disclose, or misrepresents, any information regarding an actual or potential OCI, the Government reserves the right to terminate all or part of the work remaining under this contract, or to take such other remedial action as may be permitted or provided by law or elsewhere in this contract.

8.7 CLAUSES INCORPORATED.

FAR 52.217-8 Option to Extend Services.

As prescribed in **17.208(f)**, insert a clause substantially the same as the following:

OPTION TO EXTEND SERVICES (Nov 1999)

The Government may require continued performance of any services within the limits and at rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder **shall not exceed 6 months**. The Contracting Officer may exercise the option by written notice to the Contractor within **30 days** to the task order's expiration.
(End of Clause)

FAR 52.232-18 Availability of Funds.

As prescribed in **32.706-1(a)**, insert the following clause:

Availability of Funds (Apr 1984)

Funds are not presently available for this contract. The Government's obligation under this contract is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are made available to the Contracting Officer for this contract and until the Contractor receives notice of such availability, to be confirmed in writing by the Contracting Officer.

(End of Clause)

FAR 52.217-7 Option for Increased Quantity.Separately Priced Line Item.

As prescribed in [17.208](#)(e), insert a clause substantially the same as the following:

Option for Increased Quantity. Separately Priced Line Item (Mar 1989)

The Government may require the delivery of the numbered line item, identified in the Schedule as an option item, in the quantity and at the price stated in the Schedule. The Contracting Officer may exercise the option by written notice to the Contractor within [insert in the clause the period of time in which the Contracting Officer has to exercise the option]. Delivery of added items shall continue at the same rate that like items are called for under the contract, unless the parties otherwise agree.

(End of Clause)

Additional Provisions/Clauses Applicable to this Order.

FAR Clause 52.203-18, Prohibition on Contracting with Entities that Require Certain Internal Confidentiality Agreements of Statements-Representation

FAR Clause 52.203-19, Prohibition on Requiring Certain Internal Confidentiality Agreements or Statements

FAR Clause 52.204-2, Security Requirements

GSAR Clause 552.204-9, Personal Identity Verification Requirements

GSAR Clause 552.236-75, Use of Premises

GSAR Clause 552.239-70, Information Technology Security Plan and Security Authorization

GSAR Clause 552.239-71, Security Requirements for Unclassified Information Technology Resources

8.8 IT Security Policies.

The following GSA policies must be followed. These policies can be found at <http://www.gsa.gov/directives> or <https://insite.gsa.gov/directives>.

1. CIO P 2100.1 GSA Information Technology (IT) Security Policy
2. CIO P 2100.2B GSA Wireless Local Area Network (LAN) Security
3. CIO 2100.3B Mandatory Information Technology (IT) Security Training Requirement for Agency and Vendor Employees with Significant Security Responsibilities
4. CIO 2104.1A GSA Information Technology IT General Rules of Behavior
5. CIO 2105.1B GSA Section 508: Managing Electronic and Information Technology for Individuals with Disabilities
6. CIO 2106.1 GSA Social Media Policy
7. CIO 2107.1 Implementation of the Online Resource Reservation Software
8. CIO 2160.4 Provisioning of Information Technology (IT) Devices
9. CIO 2162.1 Digital Signatures
10. CIO P 2165.2 GSA Telecommunications Policy
11. CIO P 2180.1 GSA Rules of Behavior for Handling Personally Identifiable Information (PII)
12. CIO 2182.2 Mandatory Use of Personal Identity Verification (PIV) Credentials
13. CIO P 1878.2A Conducting Privacy Impact Assessments (PIAs) in GSA
14. CIO IL-13-01 Mobile Devices and Applications
15. CIO IL-14-03 Information Technology (IT) Integration Policy
16. HCO 9297.1 GSA Data Release Policy
17. HCO 9297.2B GSA Information Breach Notification Policy
18. ADM P 9732.1D Suitability and Personnel Security

The Vendor's personnel involved with this contract/order are required to review above-cited contract clauses and policies and ensure compliance throughout the life of this contract/order. All Terms and Conditions of the Vendor's GSA Schedule Contract are applicable to this order.

9.0 INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS.

GSAIT is issuing this Request for Quote (RFQ) on behalf of Enterprise Infrastructure Operation, Hosting Services Division offices. The purpose of this RFQ is to solicit from **XXXXXXXXXXXXXXXXXXXXXXXXXXXX** holders who can provide Amazon Web Services (AWS) Value-Added Reseller (VAR) services.

This Statement of Work will be a single award Task Order. The contract type will be Firm Fixed-Price (FFP) based on the Best Value to the government.

The Offerors' proposals will be evaluated according to the following instructions. If determined that proposals are technically equal in quality, price will become a deciding factor. The government may award without discussions.

10.0 EVALUATION CRITERIA.

The technical evaluation will be made up of four technical factors: 1) Understanding the Requirements, 2) Technical Solution, 3) Past Performance and 4) Price. The Offeror shall provide a technical proposal that describes its approach to completing the tasks to accomplish the requirements identified in the Statement of Work. The government reserves the right to choose not to accept any of the proposals. Once Technical Proposals are evaluated and ratings assigned, the Price Proposals will be reviewed and compared by the Contracting Officer to enable a Best Value determination for the government.

10.1 Past Performance

The Vendor shall provide past performance information on previous performance on work comparable to this contract. The Vendor must provide references for at least three (3) government or non-government contracts which provide the same or similar services; contracts must have been awarded within the past three (3) years. Contact information should include the following: contract type, contract number, contract value, point of contact phone number, and type of services provided. List any problems encountered on each contract and the Vendor's corrective actions. GSA will evaluate past performance based on timeliness, customer service, and corrective actions taken (if necessary).

11.0 BASIS OF AWARD.

Offerors must address all evaluation criteria (non-price and price) to be considered for award. For purpose of this best value evaluation, Understanding the Requirements, Technical Solution and Past Performance are important, **however, price has significance value to the government.** The government anticipates awarding a Firm-Fixed Price Task Order to the Offeror whose proposal is most advantageous to the government considering requirements evaluation and price.

12.0 ADJECTIVAL RATINGS.

The following ratings will be applied to rate the Offeror's responses addressing the technical evaluation criteria factors: Understanding the Requirements and Technical Solution. The evaluators will score each factor in accordance with the following adjectival rating guidelines:

Adjectival Ratings

Table 12.0 - Adjectival Rating for Requirements

RATING	DESCRIPTIONS
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Excellent	The response consistently exceeds the requirements of the Statement of Work in a beneficial way and convincingly demonstrates a high degree of certainty for successful accomplishment of task objectives. The response contains one or more significant strengths, no deficiencies, no weaknesses and offers best value to the Government.
Acceptable	The response meets the requirements of the Statement of Work and demonstrates a degree of certainty for successful accomplishment of task objectives. The response contains no deficiencies, strengths and weaknesses offset one another. The weaknesses that can readily be corrected and offers value to the Government.
Marginal	The response meets the requirements of the Statement of Work , but requires some revision to the proposal. The response contains one or more significant weaknesses, and/or deficiencies that could have some impact if accepted. Weaknesses outweigh any strength that exists.
Unacceptable	The response does not meet the requirements of the Statement of Work and demonstrates an incomplete or incorrect understanding of the requirements. The proposal has significant weaknesses and/or many weaknesses that are not offset by strengths. The proposal needs major revision to the proposal to make it acceptable.

The following ratings will be applied to rate the Offeror's responses addressing Past Performance. The evaluators will score each factor in accordance with the following adjectival rating guidelines:

Adjectival Ratings

Table 12.1 - Adjectival Rating for Past Performance

ADJECTIVAL RATING	DEFINITION
Very Relevant	Present/past performance effort involved essentially the same scope and magnitude of effort and complexities this solicitation requires.
Relevant	Present/past performance effort involved similar scope and magnitude of effort and complexities this solicitation requires.

Somewhat Relevant	Present/past performance effort some of the scope and magnitude of effort and complexities this solicitation requires.
Not Relevant	Present/past performance effort involved little or none of scope and magnitude of effort and complexities this solicitation requires.

13.0 EVALUATION FACTORS.

13.1 Volume I: Technical Proposal.

The Vendor shall include a Technical proposal that should address requirements below. Vendor shall clearly identify on a separate page any assumptions, conditions, or exceptions that impact these requirements. The Vendor must provide detailed descriptions for the proposed requirements.

In general, the proposal will convey the ability to provide a thorough demonstration for the Government, and an understanding of the requirements for an AWS Value-Added Reseller (VAR).

Specifically, the Vendor must describe the approach to demonstrate in support of the requirements identified in this document. Include the extent to which each requirement can be demonstrated.

13.1.1 Technical Evaluation Factor One: Understanding of the Requirements

Basis of Evaluation: The Offeror shall be evaluated to determine their full understanding of the tasks, requirements, expectation and technical aspect of this contract. The Offeror shall describe specifics roles, tasks, operations and work assigned that are part of the task.

13.1.2 Technical Evaluation Factor Two: Technical Solution

Basis of Evaluation:

The Offeror shall be evaluated on the solution overview and concepts of their cloud computing hosting offering as it relates to IaaS. Describe how vendor's solution align to the government business goals and IT strategic plans. Describe the solutions as they pertain to business processes and activities operating in technical content. Define the solution concept, plans, direction, objectives, and risks mitigation strategies. The Offeror shall describe their Billing Management, Cost Management and Account Management solution. The Offeror shall describe the collecting, analyzing, evaluating, and reporting of costs information used for budgeting, estimating, forecasting, and monitoring costs.

13.1.3 Technical Evaluation Factor Three: Past Performance

Basis of Evaluation: The Offeror shall describe three (3) projects awarded currently in process or completed within the last 24 months which is equal to, or similar, in scope to the Statement of Work . Contact information should include the following: contract type, contract number, contract value, two (2) points of contact names, phone number, email address, mailing address and type of services provided. List any problems encountered on each contract and the Vendor's corrective actions. GSA will evaluate the past performance demonstrated by Offeror's experience in accomplishing all tasks in the Statement of Work , including relevant experience supporting similar programs and initiatives in the public sector. Specifically the Offeror must demonstrate experience providing Value-Added Reseller services to an enterprise organization with multiple business groups and related initiatives.

13.2 Volume II: Price Quote.

Access to AWS products and services through a vendor maintained master account, up to the values listed in the following tables. The government at its option may increase the total quantity of services ordered up to 12 optional CLINS. The vendor shall identify any assumptions, conditions, or exceptions in the price quote.

Table 13.2 - Contract Line Item Number (CLIN) Table

ITEM No.	Description	Service Costs/Hourly Rate	Discount Offered	Offered Price
CLIN-1000	Amazon Web Services		<u>Discount % Offered</u> XX%	
CLIN-1000a	Professional Services (150 Hours)		<u>Discount % Offered</u> XX%	
			TOTAL	

Option 1 - 6 Months Period:

Item No.	Description	Service Costs/Hourly Rate	Discount Offered	Price
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CLIN-1001	Amazon Web Services		<u>Discount %</u> <u>Offered</u> XX%	
CLIN-1001a	Professional Services (75 hours)		<u>Discount %</u> <u>Offered</u> XX%	
			TOTAL	

Option 2 - 6 Months Period:

Item No.	Description	Service Costs/Hourly Rate	Discount Offered	Price
CLIN-1002	Amazon Web Services		<u>Discount %</u> <u>Offered</u> XX%	
CLIN-1002a	Professional Services (75 hours)		<u>Discount %</u> <u>Offered</u> XX%	
			TOTAL	

Option 3 - 6 Months Period:

Item No.	Description	Service Costs/Hourly Rate	Discount Offered	Price
CLIN-1003	Amazon Web Services		<u>Discount %</u> <u>Offered</u> XX%	
CLIN-1003a	Professional Services (75 hours)		<u>Discount %</u> <u>Offered</u> XX%	
			TOTAL	

Option 4 - 6 Months Period:

Item No.	Description	Service Costs/Hourly Rate	Discount Offered	Price

CLIN-1004	Amazon Web Services		<u>Discount %</u> <u>Offered</u> XX%	
CLIN-1004a	Professional Services (75 hours)		<u>Discount %</u> <u>Offered</u> XX%	
			TOTAL	

Optional AWS Products/Services (Optional Clins):

Item No.	Description	Service Costs/Hourly Rate	Quantity	Discount Offered	Price
CLIN-1005	Amazon Web Services		12	<u>Discount %</u> <u>Offered</u> XX%	

The Government will evaluate the information provided to determine the extent to which the Offeror has demonstrated solutions to requirements, which is relevant to the objectives and requirements in this Statement of Work .

14.0 PROPOSAL SUBMISSION.

A proposal is required from each Offeror. In response to this Statement of Work , the Vendor submission must include all services to be considered for award (i.e. partial offers will not be considered). Offeror submissions shall be formatted on letter size paper (8.5 x 11 inches). Pages must be numbered and shall include a cover page and cover letter identifying the GSA IT AWS VAR for Infrastructure Services. Individuals specifically identified in each proposal must be assigned and available to perform the tasks outlined in this Statement of Work upon award of task order. Technical and price quotes must be submitted as separate documents.

14.1 Format for Technical Proposal.

The Technical Proposal must include the two (2) technical evaluation factors identified in the preceding sections. The technical proposal must not exceed twelve (12) pages total inclusive of text and graphics. Past Performance document shall NOT exceed more than one page per project and should be no more than three pages. Text must be

in a font equivalent to Times New Roman, Font 12 or larger. Graphics may be in a format as selected by the Vendor. The Offeror pages exceeding the page limits may not be evaluated.

14.2 Format for Price Proposal.

The Price Proposal shall be a separate volume from the technical proposal. The Price Quote has no page limit for pricing. This contract shall be quoted as Firm Fixed Price. The Contract Line Item Number (CLIN) Table 13.2 outlines the pricing format.

15.0 INVOICE REQUIREMENTS.

For all invoices, the contractor shall provide backup data, including details of usage and must show the vendor's calculations, including application of discounts from AWS commercial prices.

Requests for payments shall be submitted in accordance with the format contained in GSAR 552.232-72, Invoice Requirements (APR) 1989 to be considered proper for payment. Additionally, the data elements indicated below shall be included on each invoice:

Contract Number:

Paying Number:

Project Title: AWS VAR for Enterprise Infrastructure

All invoice documents must contain the Project Name and Contract Number. More specifically, invoices shall be itemized to include, but not limited to, the employee's name, project/task worked (include end users, if applicable), number of hours worked, labor rate, monthly total of hours worked and monthly cost. Additionally, at the end of the contract, the Vendor shall clearly mark the final invoice as "Final Invoice."

Invoices shall be submitted directly to GSA Financial Operations in Kansas City, MO; address to be provided at award. Electronic copies of the invoice shall be submitted to the COR. Invoices shall be submitted at the beginning of the each period of performance.

The Vendor will notify the COR and PM upon completing services up to 75% of the maximum total contract value for this contract.

The Vendor's failure to comply with the procedures outlined above may result in the contract payment being delayed.

16.0 CONTRACT ADMINISTRATION.

The GSA Contracting Officer (CO) is responsible for contract administration and contract deliverables. The CO is empowered to legally bind GSA IT and provide needed direction. The GSA Contracting Officer Representative (COR) plays a critical role in ensuring that the Vendor meets the commitment of this contract. The Program Manager (PM) will be identified after contract award. The COR monitors all technical aspects of the contract and assists in contract administration. The PM manages the day-to-day project and operations.

17.0 DUE DATE FOR SUBMISSION OF QUESTIONS

All questions must be submitted in writing via email to the Contracting Officer at: **XXXXXXXX@gsa.gov by 12 Noon EST, XXX XX, 2018 - TBD**. No questions will be accepted by telephone or after the specified time and due date. Each question submitted must cite the Statement of Work Section number/title for which the question pertains, unless the question is general in nature and not specific to a particular portion(s) of the RFQ/Statement of Work. **The Government intends to respond to all questions on or about TBD.** All questions will be addressed in writing only.

18.0 DUE DATE FOR SUBMISSION OF THE TECHNICAL AND PRICE PROPOSALS

The due date for submission of the Technical and Price Proposals is **TBD, 1:00 pm, EST**. Both the Technical and Price Quotes are to be submitted through the GSA ebuy portal only. Quotes not received via **eBuy or Schedule 70** will not be considered.

19.0 POINTS OF CONTACT

GSA Contracting Officer (CO):

XXXXXXXXXX

Office of Internal Acquisition

1800 F Street NW | Washington, DC 20405

XXX-XXX-XXXX

XXXXXXXX@gsa.gov

GSA Contracting Officer Representative (COR):

Electra Holmes

GSA IT – Hosting Services Division

404-526-3118

electra.holmes@gsa.gov

20.0 RBA REGISTRATION – VENDOR MUST REGISTER AT “PORTAL.FAS.GSA.GOV”

System for Award Management (SAM): SAM is the required Federal database that

every vendor must be registered to conduct business with the government. All vendors must have a current registration in SAM. Vendors can register or confirm their status at: <https://www.sam.gov>

Prior to award, the Vendor must register in the RBA system. For Technical Support and Registration call (877) 472-4877 or email at: AASBS.helpdesk@gsa.gov. Information is also available on the website at: <https://portal.fas.gsa.gov>.